

# NASA Earth Observing System Data and Information System 2012 Customer Satisfaction Questionnaire

Category headers will not appear  
[DCA] Data center name

---

## Introduction

---

NASA would like to hear from its customers about the services we provide you at our Earth Observing System Data and Information System (EOSDIS) data centers.

Click here for a list of EOSDIS data centers

Although you may have accessed EOSDIS data centers other than [DCA], please complete the following survey thinking about your current experiences at [DCA].

The survey should take no longer than 15 to 20 minutes to complete.

All submitted information is collected and processed by CFI Group, an independent research and consulting firm. When you finish the survey, your responses will be sent directly to a database located on CFI Group's server, which cannot be accessed through any NASA online system. Your responses will be held completely confidential, and you will never be identified by name. This survey is authorized by Office of Management and Budget Control No. 1090-0007.

**Questions or problems with the survey? Email [NASASurvey@cfigroup.com](mailto:NASASurvey@cfigroup.com).**

---

## Background

---

Q1. How did you become aware that you could acquire Earth science data from NASA? (select any that apply)

1. Colleague
2. Global Change Master Directory (GCMD)
3. NASA or Data Center Web Site
4. NASA Sponsored Research/Data Provider/Affiliated Research Community
5. Science Conference/Workshop/Meeting
6. Scientific Literature
7. University (Graduate School, Course work, Classroom, Professor, Lecture, etc.)
8. Web Search
9. Other (please specify)

Q2. Where are you currently located? (drop down list) (NOTE - USING ISO 3166 LIST OF COUNTRY NAMES)

1. AFGHANISTAN
2. ÅLAND ISLANDS
3. ALBANIA
4. ALGERIA

5. AMERICAN SAMOA
6. ANDORRA
7. ANGOLA
8. ANGUILLA
9. ANTARCTICA
10. ANTIGUA AND BARBUDA
11. ARGENTINA
12. ARMENIA
13. ARUBA
14. AUSTRALIA
15. AUSTRIA
16. AZERBAIJAN
17. BAHAMAS
18. BAHRAIN
19. BANGLADESH
20. BARBADOS
21. BELARUS
22. BELGIUM
23. BELIZE
24. BENIN
25. BERMUDA
26. BHUTAN
27. BOLIVIA, PLURINATIONAL STATE OF
28. BONAIRE, SINT EUSTATIUS AND SABA
29. BOSNIA AND HERZEGOVINA
30. BOTSWANA
31. BOUVET ISLAND
32. BRAZIL
33. BRITISH INDIAN OCEAN TERRITORY
34. BRUNEI DARUSSALAM
35. BULGARIA
36. BURKINA FASO
37. BURUNDI
38. CAMBODIA
39. CAMEROON
40. CANADA
41. CAPE VERDE
42. CAYMAN ISLANDS
43. CENTRAL AFRICAN REPUBLIC
44. CHAD
45. CHILE
46. CHINA
47. CHRISTMAS ISLAND
48. COCOS (KEELING) ISLANDS
49. COLOMBIA
50. COMOROS
51. CONGO
52. CONGO, THE DEMOCRATIC REPUBLIC OF THE
53. COOK ISLANDS
54. COSTA RICA
55. CÔTE D'IVOIRE
56. CROATIA
57. CUBA
58. CURAÇAO
59. CYPRUS
60. CZECH REPUBLIC

61. DENMARK
62. DJIBOUTI
63. DOMINICA
64. DOMINICAN REPUBLIC
65. ECUADOR
66. EGYPT
67. EL SALVADOR
68. EQUATORIAL GUINEA
69. ERITREA
70. ESTONIA
71. ETHIOPIA
72. FALKLAND ISLANDS (MALVINAS)
73. FAROE ISLANDS
74. FIJI
75. FINLAND
76. FRANCE
77. FRENCH GUIANA
78. FRENCH POLYNESIA
79. FRENCH SOUTHERN TERRITORIES
80. GABON
81. GAMBIA
82. GEORGIA
83. GERMANY
84. GHANA
85. GIBRALTAR
86. GREECE
87. GREENLAND
88. GRENADA
89. GUADELOUPE
90. GUAM
91. GUATEMALA
92. GUERNSEY
93. GUINEA
94. GUINEA-BISSAU
95. GUYANA
96. HAITI
97. HEARD ISLAND AND MCDONALD ISLANDS
98. HOLY SEE (VATICAN CITY STATE)
99. HONDURAS
100. HONG KONG
101. HUNGARY
102. ICELAND
103. INDIA
104. INDONESIA
105. IRAN, ISLAMIC REPUBLIC OF
106. IRAQ
107. IRELAND
108. ISLE OF MAN
109. ISRAEL
110. ITALY
111. JAMAICA
112. JAPAN
113. JERSEY
114. JORDAN
115. KAZAKHSTAN
116. KENYA

117. KIRIBATI  
118. KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF  
119. KOREA, REPUBLIC OF  
120. KUWAIT  
121. KYRGYZSTAN  
122. LAO PEOPLE'S DEMOCRATIC REPUBLIC  
123. LATVIA  
124. LEBANON  
125. LESOTHO  
126. LIBERIA  
127. LIBYA  
128. LIECHTENSTEIN  
129. LITHUANIA  
130. LUXEMBOURG  
131. MACAO  
132. MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF  
133. MADAGASCAR  
134. MALAWI  
135. MALAYSIA  
136. MALDIVES  
137. MALI  
138. MALTA  
139. MARSHALL ISLANDS  
140. MARTINIQUE  
141. MAURITANIA  
142. MAURITIUS  
143. MAYOTTE  
144. MEXICO  
145. MICRONESIA, FEDERATED STATES OF  
146. MOLDOVA, REPUBLIC OF  
147. MONACO  
148. MONGOLIA  
149. MONTENEGRO  
150. MONTSERRAT  
151. MOROCCO  
152. MOZAMBIQUE  
153. MYANMAR  
154. NAMIBIA  
155. NAURU  
156. NEPAL  
157. NETHERLANDS  
158. NEW CALEDONIA  
159. NEW ZEALAND  
160. NICARAGUA  
161. NIGER  
162. NIGERIA  
163. NIUE  
164. NORFOLK ISLAND  
165. NORTHERN MARIANA ISLANDS  
166. NORWAY  
167. OMAN  
168. PAKISTAN  
169. PALAU  
170. PALESTINIAN TERRITORY, OCCUPIED  
171. PANAMA  
172. PAPUA NEW GUINEA

173. PARAGUAY  
174. PERU  
175. PHILIPPINES  
176. PITCAIRN  
177. POLAND  
178. PORTUGAL  
179. PUERTO RICO  
180. QATAR  
181. RÉUNION  
182. ROMANIA  
183. RUSSIAN FEDERATION  
184. RWANDA  
185. SAINT BARTHÉLEMY  
186. SAINT HELENA, ASCENSION AND TRISTAN DA CUNHA  
187. SAINT KITTS AND NEVIS  
188. SAINT LUCIA  
189. SAINT MARTIN (FRENCH PART)  
190. SAINT PIERRE AND MIQUELON  
191. SAINT VINCENT AND THE GRENADINES  
192. SAMOA  
193. SAN MARINO  
194. SAO TOME AND PRINCIPE  
195. SAUDI ARABIA  
196. SENEGAL  
197. SERBIA  
198. SEYCHELLES  
199. SIERRA LEONE  
200. SINGAPORE  
201. SINT MAARTEN (DUTCH PART)  
202. SLOVAKIA  
203. SLOVENIA  
204. SOLOMON ISLANDS  
205. SOMALIA  
206. SOUTH AFRICA  
207. SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS  
208. SOUTH SUDAN  
209. SPAIN  
210. SRI LANKA  
211. SUDAN  
212. SURINAME  
213. SVALBARD AND JAN MAYEN  
214. SWAZILAND  
215. SWEDEN  
216. SWITZERLAND  
217. SYRIAN ARAB REPUBLIC  
218. TAIWAN  
219. TAJIKISTAN  
220. TANZANIA, UNITED REPUBLIC OF  
221. THAILAND  
222. TIMOR-LESTE  
223. TOGO  
224. TOKELAU  
225. TONGA  
226. TRINIDAD AND TOBAGO  
227. TUNISIA  
228. TURKEY

- 229. TURKMENISTAN
- 230. TURKS AND CAICOS ISLANDS
- 231. TUVALU
- 232. UGANDA
- 233. UKRAINE
- 234. UNITED ARAB EMIRATES
- 235. UNITED KINGDOM
- 236. UNITED STATES
- 237. UNITED STATES MINOR OUTLYING ISLANDS
- 238. URUGUAY
- 239. UZBEKISTAN
- 240. VANUATU
- 241. VENEZUELA, BOLIVARIAN REPUBLIC OF
- 242. VIET NAM
- 243. VIRGIN ISLANDS, BRITISH
- 244. VIRGIN ISLANDS, U.S.
- 245. WALLIS AND FUTUNA
- 246. WESTERN SAHARA
- 247. YEMEN
- 248. ZAMBIA
- 249. ZIMBABWE

Q3. For which general areas/disciplines do you need or use Earth science data and services? (select any that apply)

- 1. Atmosphere
- 2. Biosphere
- 3. Cryosphere
- 4. Land
- 5. Human dimensions
- 6. Near-real-time applications
- 7. Ocean
- 8. Space Geodesy
- 9. Calibrated radiance
- 10. Other (please specify)

Q4. For which specific areas/disciplines do you need or use Earth science data and services? (select any that apply)

- 1. Agriculture
- 2. Air quality
- 3. Atmospheric Composition
- 4. Atmospheric Dynamics
- 5. Carbon Cycle
- 6. Climate
- 7. Climate Change
- 8. Cryosphere – Glacier
- 9. Cryosphere - Permafrost
- 10. Cryosphere - Sea ice
- 11. Cryosphere - Snow
- 12. Ecological Forecasting
- 13. Ecosystems
- 14. Energy
- 15. Geology
- 16. Hydrology
- 17. Land Cover
- 18. Land Use

19. Lightning
20. Modeling (please specify)
21. Natural Disasters/Natural Hazards
22. Ocean Color Radiometry
23. Ocean (sea surface height, sea surface temperature, ocean wind, etc.)
24. Population
25. Public Health
26. Resources (Forestry, Mining, etc.)
27. Socioeconomics
28. Solid Earth
29. Space Geodesy
30. Space Weather
31. Sun-Earth Connections
32. Sustainability
33. Water Resources
34. Weather
35. Other (please specify)

Q5. Have you done any of the following <from data center>: searched, requested, ordered, visualized, and/or downloaded data or services?

1. Yes
2. No (SKIP TO Q35)

---

## Search

---

Q6. How did you search for the data products or services you were seeking?

1. Data center's or data-specific specialized search, online holdings or datapool (Please specify) (DADDI, Data Miner Tool, Earth Explorer, GDEX, Giovanni, GloVis, HITIDE, HyDRO, IceBridge Data Portal, LAADS, Live Access Server (LAS), Mercury (Advanced Product Search), Mirador, MISR Order Tool, MIST, MODIS Land Products Subsets, NOESIS, NSIDC Data Pool, PO.DAAC Dataset Discovery, POET, Polaris, SAGE, SeaDAS, Spatial Data Access Tool (SDAT), URSA, Vertex, WebGIS, Other (please specify))
2. Direct interaction with user services personnel
3. Global Change Master Directory
4. Internet search tool (e.g., Google Earth, Google)
5. Land Atmosphere Near Real-Time Capability for EOS (LANCE)
6. OPeNDAP
7. Reverb
8. THREDDS
9. Other (please specify)
10. Did not search (SKIP TO Q12)

Q7. Were you searching for multiple datasets for the same geographic region, temporal range, etc.?

1. Yes
2. No

Please comment on your experience with the search method you used. Please include whether you found the search site content organized logically and if there are other search methods that were not available that you would prefer.

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate ...

Q8. Ease of finding data

Q9. Ease of using search capability

Q10. How well the search results met your needs

Q11. Ease of understanding the dataset description and options

---

Order

---

Q12. Did you get data products in the last year?

1. Yes. Please comment on whether there are other data services that you would find useful. (i.e., subscription service, saved user preferences, on-demand subsetting ...)
2. No (SKIP TO Q35)

Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate...

Q13. Ease of selecting data products

Q14. Description of data products

Q15. Ease of requesting/ordering data products

Q16. Did you use a subsetting tool as part of the process of requesting/ordering/downloading the data or was a subsetting tool part of the subscription process?

1. Yes, by band
2. Yes, by channel
3. Yes, by geographic area
4. Yes, by geophysical parameter
5. Yes, by both geographic area and geophysical parameter
6. Did not use a subsetting tool
7. No, did not need a subsetting tool

---

Delivery

---

Q17. Are you getting data delivered the way you prefer?

1. Yes (ASK Q18 THEN GO TO Q20)
2. No (SKIP TO Q19)

Q18. Which methods of data delivery did you use? (Select all that apply)

1. Web download
2. Web bulk download
3. FTP immediate retrieval from online holdings
4. FTP retrieved after order
5. FTP via subscription
6. Web-based visualization tool
7. OPeNDAP
8. OGC Web services (WMS, WCS, WFS, etc)
9. Other (Please specify)

Q19. Which method of data delivery do you prefer? (Please specify)

Q20. How long did it take for you to receive your data products?

1. Immediate retrieve
2. Less than an hour
3. Less than a day
4. 1-3 days
5. 4-7 days
6. More than 7 days



Using a 10-point scale, on which "1" means "Poor" and "10" means "Excellent," please rate the following...

Q21. Convenience of delivery method

Q22. Timeliness of delivery method

---

### Format

---

Q23. Are you getting data in the format you prefer?

1. Yes (ASK Q24 THEN GO TO INTRO BEFORE Q26)
2. No (SKIP TO Q25)

Q24. Please indicate your preferred format below.

1. ASCII
2. Binary
3. CEOS format (SIR-C/SAR data)
4. e00
5. GeoTIFF
6. HDF4
7. HDF-EOS profile of HDF4
8. HDF5
9. HDF-EOS profile of HDF5
10. JPEG, GIF, PNG, TIFF
11. KMZ/KML
12. NetCDF classic
13. NetCDF4
14. SHP
15. Other (Please specify)

Q25. Please specify another format or comment on specific version, etc. (Open end)

Still using the 10-point scale on which "1" means "Poor" and "10" means "Excellent," how would you rate...

Q26. Ease of using the data product in the delivered format

Q27. Overall quality of the data product

Q28. Overall usability of the data product

---

### Usage

---

Q29. How many people are using or will use the data you received?

1. 1
2. 2-4
3. 5 or more

Q30. Are you generally finding what you want in terms of type, format, time series, etc.?

1. Yes
2. No (Please specify and/or comment on what you want but are not finding.)

Q31. What operating system(s) do you use for data analysis? (select any that apply)

1. Windows
2. Mac OS
3. Linux
4. UNIX
5. Other (Please specify)

Q32. Thinking about your most recent experience...

Did you use software tool(s) or packages to work with the data (e.g., format conversion, analysis, visualization, etc.)?

1. Yes, I used software tools or packages to work with data (ASK Q33 THEN GO TO Q35)
2. Yes, I made my own using a programming language (SKIP TO Q34)
3. No, I couldn't find what I needed (please specify what you were looking for) (SKIP TO Q35)
4. No, I couldn't understand how to use it (please specify what you were trying to use) (SKIP TO Q35)
5. No, I did not need software tools (SKIP TO Q35)

Q33. Please specify which tool or tools you used to work with the data

1. ArcGIS
2. ENVI
3. ERDAS/IMAGINE
4. Excel
5. Ferret
6. Geomatica®
7. Global Mapper
8. GrADS
9. GRASS
10. HDFView
11. HEG
12. IDL
13. IDV
14. IDRISI
15. LAS
16. MATLAB
17. MODIS Reprojection Tool (MRT)
18. NCL
19. Panoply
20. Quantum GIS (QGIS)
21. SeaDAS
22. Other/OpenSource (Please specify)

Q34. Which programming language do you prefer to use?

1. C
2. C++
3. C#
4. Fortran 77
5. Fortran 90
6. Java
7. Perl
8. PHP
9. Python
10. Others (Please specify)

---

## Documentation

---

Q35. Did you look for or get documentation?

1. Yes
2. No (SKIP TO Q41)

Q36. What documentation did you use or were you looking for? (select any that apply)

1. Instrument specifications
2. Science algorithm
3. Product format
4. Search Tools
5. Data Analysis Tools
6. Visualization Tools
7. Science applications
8. Data product description
9. Production code
10. Other

Q37. Was the documentation

1. Delivered with the data
2. Available online
3. Not found (SKIP TO Q41 )

Still using the 10-point scale on which “1” means “Poor” and “10” means “Excellent,” how would you rate...

Q38. Overall quality of the document (i.e., technical level, organization, clarity)

Q39. Extent to which the data documentation helped you use the data

Q40. What additional documentation do you need? (Please specify)

---

## Customer Service

---

Q41. During the past year have you requested assistance from <Data center name>'s user services office or interacted with data center personnel at a conference or event?

1. Yes
2. No (SKIP TO Q49)

Q42. Was it ...?

1. By phone
2. By E-mail
3. Both by phone and e-mail
4. In person at an event or conference

Think about the user services staff you interacted with when you requested assistance from <Data center name> user services. On the same scale from 1 to 10 where 1 means “Poor” and 10 means “Excellent,” how would you rate the user services staff on...

Q43. Professionalism

Q44. Technical knowledge

Q45. Accuracy of information provided

Q46. Helpfulness in selecting/finding data or products

Q47. Helpfulness in correcting a problem

Q48. Timeliness of response

---

## ACSI

---

Q49. Using a 10-point scale on which 1 means "Very Dissatisfied" and 10 means "Very Satisfied," how satisfied are you with the data products and services provided by <Data center name>?

Q50. Using a 10-point scale on which 1 now means "Falls short of your expectations" and 10 means "Exceeds your expectations," to what extent have the data products and services provided by <Data center name> fallen short of or exceeded your expectations

Q51. Now, imagine an ideal provider of scientific data products and services. How close does <Data center name> come to that ideal organization you just imagined? Please use a 10- point scale on which 1 means "Not at all close to the ideal," and 10 means "Very close to the ideal."

---

## Closing

---

Q52. Using a 10-point scale on where "1" means "Not at all likely" and "10" means "Very likely," how likely are you to recommend <Data center name> to a colleague?

Q53. Using a 10-point scale, on which "1" means "Not at all likely" and "10" means "Very likely," how likely are you to use the services provided by <Data center name> in the future?

Q54. Have you ever contacted <Data center name> to report a problem?

1. Yes
2. No (SKIP TO Q57)

Q55. Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well", please rate how well the problem was handled.

Q56. Were you able to get the help you needed on your first request for assistance?

1. Yes
2. No

Q57. Do you have any additional comments or suggestions about possible improvements to data (e.g., near-real-time, ...), data products, services, tools, documentation, or the websites that you would like to share? Are you finding what you need on our websites? (please comment)

You have reached the end of the survey. Please click on the "Finish" button below to send your responses to CFI Group's secure database.

Your survey responses have been received.

NASA appreciates your input and will use this feedback to better serve its customers.